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Minutes of the Information Management Panel
Friday, January 20, 2006

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Paulson called the meeting to order at 8:34 a.m. and led the committee in the pledge of allegiance.

Present: Supervisors Genia Bruce, Duane Paulson and Bill Mitchell. **Absent:** Supervisor Jim Behrend and Citizen Jim Herzfeld.

Also Present: Information Systems Manager Michael Biagioli, Business Services Administrator Donn Hoffmann, Emergency Preparedness Director Richard Tuma, Collections and Business Services Manager Sean Sander, Solutions Administrator Dave Kragenbrink, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha.

Approve Minutes of November 4, 2005
MOTION: Paulson moved, Mitchell second, to approve the meeting minutes of November 4, 2005 as amended. Motion carried: 3-0.

Upcoming Meetings
- February 24
- March 24

Future Agenda Items
- Update on Web Content
- Update on the Results of APCO Review

Introduction of New Information Technology Management Team

Biagioli introduced the new Information Technology Management Team.

<u>Solutions Administrator Dave Kragenbrink</u> – Kragenbrink had previously worked as a principle analyst/IS coordinator for the courts. He will be in charge of a variety of areas including: web development, applications development and support, data analysis, etc. and supervising nine employees and two interns. Kragenbrink has agreed to help the courts select and transition his replacement.

<u>Business Services Administrator Donn Hoffmann</u> – Hoffmann is in charge of this new IT area. It will take some time for this team to evolve. Hoffmann will be responsible for service level agreements, quality control, HIPAA, day-to-day infrastructure, project management, etc. By July, he will have eight staff members on his team.

<u>Infrastructure Administrator Al Mundt</u> – Mundt is in charge of all parts of the infrastructure including PCs, network, firewall, etc. and supervising 16 staff members.

WiSACWIS Project Update

Hoffmann said HHS proceeded with a review of WiSACWIS. In December 3rd HHS staff decided not to go forward with Phase II of this project. The following reasons influenced the decision:

- Complete and accurate mapping from WiSACWIS to People Link

- Adverse impact of necessary HHS projects and moving forward

- Impact of continued diversion of HHS staff

- Reality that interface work would need to be redone based on a new case management system

- Reality that WiSACWIS as a statewide system, will continue to be modified and Phase II will need to be redone.

Hoffmann said the decision not to move forward will save the county money. (Phase II would have cost the county $268,400 with 50% reimbursed by the state.) HHS staff will meet on January 25th to discuss the 62 projects on their list and to decide which are most critical. Prior to that meeting, Hoffmann will meet with Maurer to discuss the true business outcomes of each HHS project. Based on the results of the project review, Hoffmann will meet with Maurer and IT staff to coordinate actual project work.

Mitchell asked if there are any penalties for not moving forward? Hoffmann said no. We can decide to move forward at a later date if we choose. Biagioli said the return on investment isn't there in order to move ahead with this project. It is a sound business decision not to move forward.

Review of Dispatch Center Issues

Tuma said one of the problem areas at the Dispatch Center has been turnover. Some of the new employees couldn't do the required level of multitasking. In order to hire the best candidates, software was purchased to measures candidate's ability to multitask. The software along with a more stringent interview process and background checks will help the county choose better-qualified candidates.

Mitchell asked didn't almost all of the dispatchers have experience? Tuma said they did have experience but many of these people came from smaller dispatch centers and couldn't keep up with the brisk pace and multitasking. Other people used the position transitional step into fire or police jobs and have since been hired in these professions.

Tuma said another issue has been dispatch times. They've continued to reduce dispatch times over the last nine months and have seen a 25% reduction in times. EMS calls take longer to process because of the software. Some changes will be implemented in March to make calls faster. Specialized training is scheduled to help employees process urgent calls. Tuma said there have been some minor CAD issues regarding addressing and the Spillman system but these are being worked on.

In response to a question from Mitchell, Tuma said the Center is undergoing a peer review by APCO (Association of Public Safety Communications Officials). The review will focus on the Center's policies, procedures, training, organizational structure, etc. The report is expected in early to mid-February.

Esler asked what exactly is the CAD problem? Tuma said Waukesha County is one of six counties in the US that uses our type of addressing system. There isn't any software that recognizes the address system. Also Spillman was designed for single agency use rather than countywide use where there are streets with the same names in different communities. It is easy for dispatchers to become confused regarding which street a caller is referring to. He's never had a computer system he's been 100% happy with and meets his needs. Spillman has made changes to meet our needs.

Update on the Implementation of the Mobile Data Computing

Biagioli said the IP for mobile data computing is installed but not live. Tuma said the issue of coverage has been fixed. There is a problem with the interface to the state system. They will be working to fix that next week. Other than minor screen formatting, the system's ready to go. Tuma wants the software in place before he brings in Spillman. He would like the infrastructure in place by the end of the first quarter and Spillman in by the end of the second quarter.

Biagioli said we purchased the software at a lower cost on sale. We also got good prices on the hardware and laptops for the participating agencies. Only the police have the units because that's where the grant

money ran out. We will work with Milwaukee to get a UASI (Urban Area Security Initiative) grant for the region. Tuma said the grants are competitive and based on threat level. If we don't meet the threshold, we won't get the grant.

Update on the Tax Records System Replacement Project

Sander said the tax system replacement is progressing. December and January are busy months for county staff associated with taxes. The vendor, Easy Access, was aware that if they didn't finish in a timely fashion, the staff would not be available to work with them on the system. The vendor has made progress on the billing/collection modules but county staff hasn't been able to test it yet. The last batch of tax bills in December was generated from the old system. Next, the same batch of tax bills will be generated from the new system and compared to those generated by the old system to make sure they are in agreement.

Sander said we are redefining the project plan due to all the missed deadlines by Easy Access and are withholding payment. Whitman Hart is working hard to move the project forward even though they are not being paid additional funds to do so. At some point, we may have to agree to pay them additional money for their additional help. We will take a hard line assessment of the new system in February after the January 31 rollover of unpaid tax accounts to delinquent. Easy Access is paying the continuing costs for P390 during the transition. Biagioli said the license on P390 has been extended through June. He would like the new system to be up by the end of the first quarter.

Esler asked is the system flexible to handle changes made by the legislature? Sander said it is being configured for the existing rules. Our agreement with the vendor is to meet the statutory rules in Wisconsin. The systems would be changed if the laws change.

Review of Information Technology Plans for 2006

Biagioli distributed and reviewed a handout titled, 2006 IS Major Initiatives Calendar. The tax records/listing replacement has forced a constraint on resources due to the delay in the project. The MDC system integration will extend to the end of the second quarter of 2006 with his staff's assistance. All HHS systems are in flux since the decision was made not to proceed with Phase II of WiSACWIS. Due to this workload change HHS will be reevaluating all their initiatives and eventually the chart will be updated to reflect the upcoming changes. The schedule for the Centralization of County Cashiering has been pushed out. Something needs to be done to reduce the number of cashiering systems in the county.

Biagioli said there's a lot of work to do with the Internal IT Initiatives especially with the division reorganization. We need to take all technology into consideration and come up with the right way to deploy it. We need to determine which office environment to use. There are no viable alternatives out there. We are still using Microsoft Office 2000 while system upgrades have been out for years. If we don't find anything by third quarter 2006, we will go to a newer version of the Microsoft Office.

Biagioli said it is not critical we upgrade CUBS now. The version we have now is fine. Esler asked is the CUBS capital project on hold? Sander said the spending is on hold. We have replaced the server and database and updated the license. The next steps are on hold until it can be shown the new product is better than what we have.

Biagioli said we are reengineering IT infrastructure. The network equipment is aging and we need to bring it up-to-date and increase capacity across the county. We will be closing in on finishing the Justice Data Warehouse in the next few weeks. During 2006, we plan to implement web-imaging initiatives for HHS, Parks and Land Use and Justice System.

Motion to Adjourn
MOTION: Mitchell moved, Paulson second, to adjourn the meeting at 9:35 a.m. Motion carried: 3-0.

Respectfully submitted,

Duane E. Paulson, Secretary
Information Management Panel